

FIG. 1

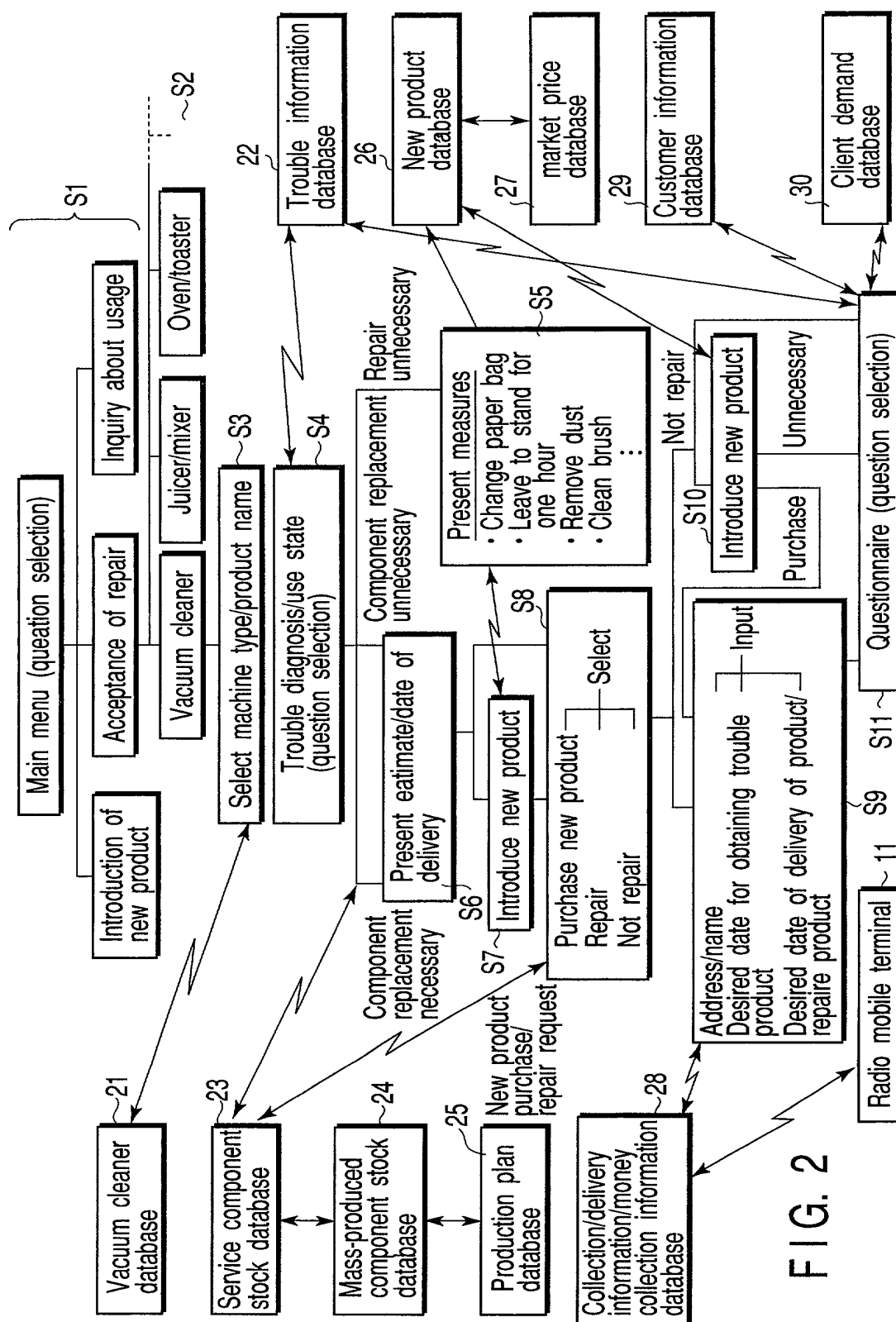


FIG. 2

Hello, welcome to XX net
Please click your desired service

Desire to purchase new product	
Repair request	←
Do not know way of use	

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FIG. 3

Vacuum cleaner	←	XXXXXX
Juicer/mixer		XXXXXX
Oven/toaster		XXXXXX
XXXXXX		XXXXXX

Please click machine

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FIG. 4

Please click your machine type
Machine type is displayed on back side of vacuum cleaner main body

VC-F3CW)	VC-XXX(X)	VC-XXX(X)
VC-F3C(G)	VC-XXX(X)	VC-XXX(X)
VC-F2B(G)	VC-XXX(X)	VC-XXX(X)
VC-F2B(B)	VC-XXX(X)	VC-XXX(X)
VC-F4Y(G)	VC-XXX(X)	VC-XXX(X)
VC-Q1(G)	VC-XXX(X)	VC-XXX(X)

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FIG. 5

Please click trouble state

Motor does not operate	XXXXXXXXXX
Suction force is weak	XXXXXXXXXX
Cord cannot be wound up	XXXXXXXXXX
Dust sign is not lit even with accumulated dust	XXXXXXXXXX
Floor brush does not rotate	XXXXXXXXXX
Suction force cannot be controlled	XXXXXXXXXX

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FIG. 6

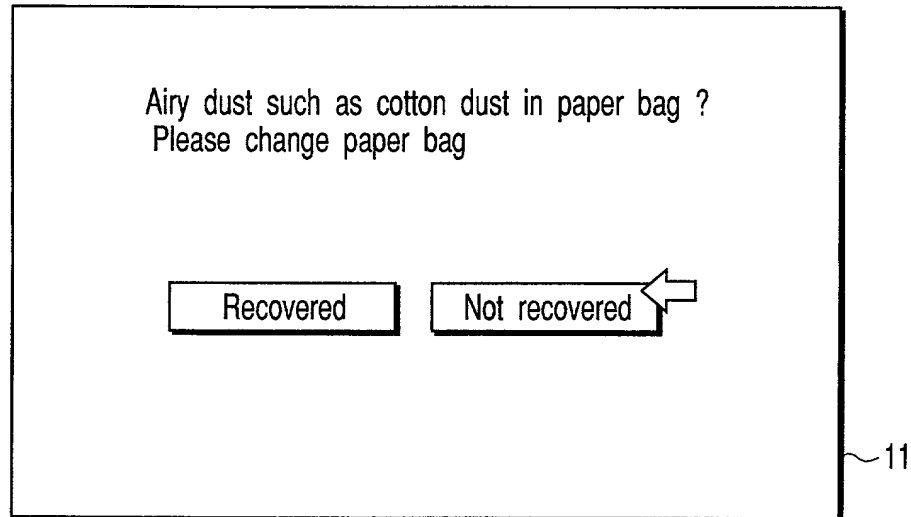


FIG. 7

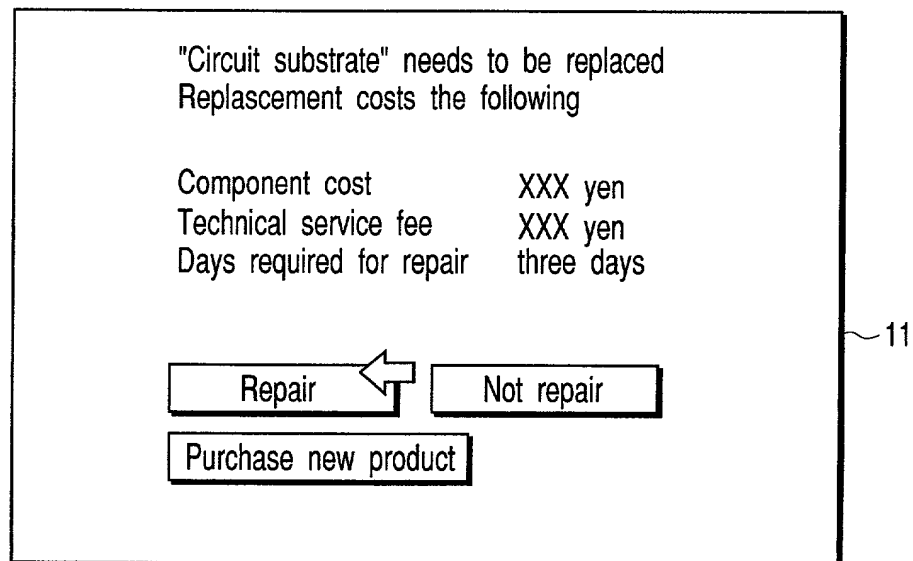



FIG. 8

We will come and obtain trouble product
Please input necessary matters

Address

Name

Phone No.




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FIG. 9

Please input your desired date for depositing trouble product

A.D. Year month date



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FIG. 10

Please input your desired date of delivery of repaired product

Please input March 5 or later delivery date, because product will be delivered three days after deposited

A.D. Year month date

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FIG. 11

Customer data

Name	Ichiro Yamada
Address	Chiyoda-ku, Tokyo * * *
TEL	03-3835- * * * *
mail	yamada@ * * *.co.jp
Family members	Husband and wife + two Children
Residence	House including three Western rooms and one Japanese room

VC-F3C(G)	
Sold on February 1, 1995	
Fixed price	30,000 yen
Circuit substrate replaced on March 3, 2000	

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FIG. 12

Deposit date	Name	Address			
2000/3/3	Ichiro Yamada	Chiyoda-ku, Tokyo * * *	Vacuum cleaner		
2000/3/3	Yukio Nakamura	Kshiwa-shi, Chiyoda-ku * * *	Vacuum cleaner		
2000/3/3	Kenji Yamamoto	Omiya-shi, Saitama-ken * * *	Vacuum cleaner		
2000/3/3	Koji Koyama	Nakano-ku, Tokyo * * *	Vacuum cleaner		
2000/3/4	Yuki Honma	Nagoya-shi, Aichi-ken * * *	Vacuum cleaner		
2000/3/4	Hiroshi Sato	Yamato-gun, Nara-ken * * *	Vacuum cleaner		
2000/3/4	Takashi Tanaka	Shinjyuku-ku, Tokyo * * *	Vacuum cleaner		

FIG. 13

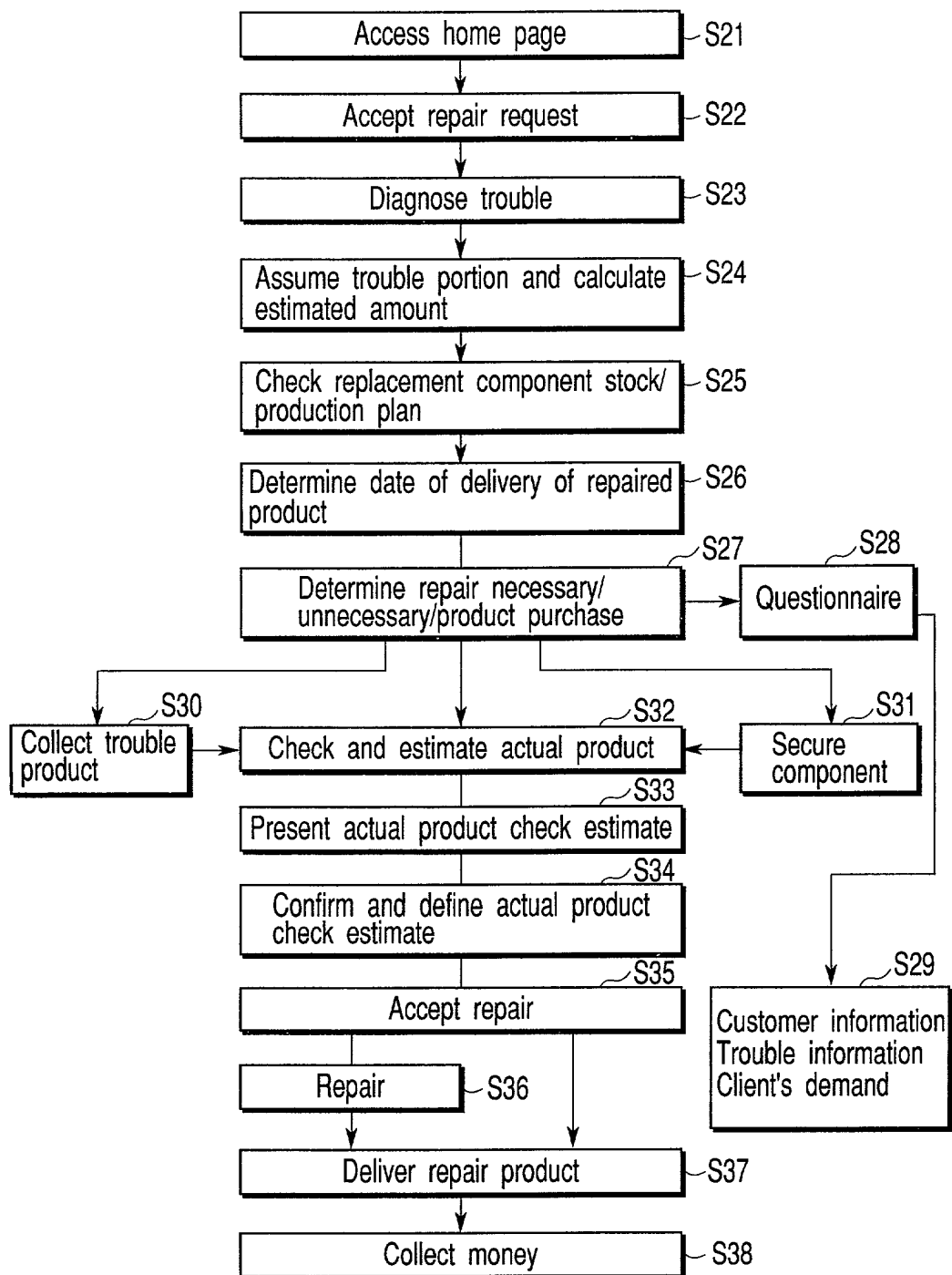


FIG. 14